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On THE CANALS

On the Canals App for Boaters

The NYS Canal Corporation is testing a new way to make it easier for boaters to travel through its locks and under its lift bridges, and provide better data on Canal usage.

It is a pilot project utilizing a smartphone app called On the Canals. It will be available for FREE download in July 2023 from the App Store and in Google Play by searching for OntheCanals. The app can be used by commercial vessels, too.

For the pilot project, the app is limited in use at six Canal facilities—four locks (C1 Waterford, E8 Scotia, E24 Baldwinsville, CS1 Cayuga) and two lift bridges (Fairport Lift Bridge, Main Street [E-128]; Middleport Lift Bridge, Main Street [E-216]).* These locations were selected to gather app feedback from a diverse group of Canal boaters and Canal Operations staff across the state.

After downloading the free app, the user creates a one-time account for their boat or for multiple boats. As they travel the waterways, and if their location service is activated (required) on their smartphone, they will be alerted when approaching one of the six pilot facilities and asked if they would like to transit the facility.

If the user clicks yes, a message is sent to the facility (lock or lift bridge) operator alerting them to a boater requesting to pass through the lock or lift bridge. The operator acknowledges the request and prepares the facility for passage.

(If no acknowledgement, do not submit another request via the app. Options are: use previous way you contacted facility -or- tune VHF radio to 13 -or- click Schedule at bottom of app, scroll down to and click on Locks, Lift Bridges and Guard Gates, then under Lock Information heading click on Lock Information or Lift Bridge information, then scroll to facility you want to contact and use phone listed.)

Once the boater passes through the facility, the boat's information (time of transit, length, registration number, type of boat, etc.) is added to the Canals data system removing the manual steps previously used to record a passage. No personal data is recorded.

Testing the app allows the NYS Canal Corp. to learn how this technology will benefit boaters and Canal staff, will identify any issues prior to expanding the use of the app and will collect feedback.

*See reverse for complete map of pilot project locations.

For feedback or technical app issues, contact public.info@canals.ny.gov

For more info on the NYS Canal Corporation, contact public.info@canals.ny.gov





Canal Corporation

Boater App Pilot Locations Site Map

